



Louisiana Department of Health

2020 Healthy Louisiana HEDIS[®] Performance Measure Results and Analysis

**Final Report
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IPRO Corporate Headquarters
Managed Care Department
1979 Marcus Avenue
Lake Success, NY 11042-1002
phone: (516) 326-7767
fax: (516) 326-6177
www.ipro.org

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In accordance with CMS' External Quality Review (EQR) protocols and IPRO's contract with Louisiana Department of Health (LDH), IPRO is tasked with validating performance measures reported annually by the Healthy Louisiana Medicaid Managed Care Organizations (MCOs) operating in the state of Louisiana.

This report summarizes the methods and findings of IPRO's analysis of Healthcare Effectiveness Data and Information Set (HEDIS) 2020 data submitted by the five MCOs that serve Medicaid enrollees in Louisiana. A total of 30 measures, comprising 69 numerators, were selected for analysis based on the Healthy Louisiana designated measure reporting list. The measures selected for reporting are the measures required by the LDH and appear in the Performance Measure Submission Guide for 2020 reporting.

The following MCO's were included in this analysis:

- Aetna Better Health – (Aetna)
- AmeriHealth Caritas Louisiana – (AmeriHealth)
- Healthy Blue – (Healthy Blue)
- Louisiana Healthcare Connections, Inc. – (LHC)
- UnitedHealthcare Community Plan of Louisiana – (UHC)

The HEDIS 2020 performance measures presented in this report reflect the quality of care provided in measurement year 2019, prior to the COVID-19 pandemic. However, the pandemic did impact data collection of hybrid performance measures only. Several measures either require chart review or include chart review as an optional component. To allow for accurate, complete, and timely reporting of performance measures, several accommodations were made and are described below.

Methodology

Each MCO provided IPRO their 2020 HEDIS Interactive Data Submission System (IDSS) data, including audit designations and Final Audit Reports (FARs). First, IPRO verified the rates that were deemed reportable via the NCQA HEDIS audit protocol and reviewed the FARs to ensure that they met the NCQA standards. Next, IPRO prepared an Excel file (attached) documenting each MCO's rates, the IPRO-computed statewide average (SWA), and last year's statewide averages. Finally, IPRO included the National Committee for Quality Assurance's (NCQA's) 2020 Quality Compass South Central 50th percentile and the National 50th percentile, which served as the benchmarks. One spreadsheet displays the 9 incentive measures and the other displays the remaining 21 selected measures. The 9 incentive measures contained 14 different numerators and the remaining 21 selected measures contained 55 numerators, for a total of 69 numerators.

Of the 69 numerators, results are presented in this report for most measures, typically, 60 or 68. Measures not reported in Quality Compass were removed from the respective analyses due to lack of a benchmark.

For the *Annual Monitoring for Patients on Persistent Medications* and *Colorectal Cancer Screening* measures, MCOs reported their results via separate templates created by IPRO, since these measures did not appear in the NCQA IDSS. All MCOs utilized the administrative method for these two measures, with the exception of UHC, which used the hybrid method for

Colorectal Cancer Screening. For all other hybrid measures, all MCOs applied the hybrid method.

Note that the *Ambulatory Care Outpatient Visits* measure was not compared to benchmarks or compared over time for either statewide averages or MCO rates, since for this measure, there is no standard as to whether higher scores are better or worse. The measure *Ambulatory Care Emergency Department Visits* was compared and, for this measure, a lower rate is desirable. Note that this measure is based on member months, as opposed to percentages. For *Comprehensive Diabetes Care - HbA1c Poor Control (>9.0%)* and *Plan All-Cause Readmissions*, a lower rate is also desirable.

None of the MCOs received an NA audit designation (indicating a small denominator) or a BR (Biased Rate) audit designation among the selected measures for review.

The statewide average for the HEDIS measures was calculated by weighting the relative contribution of each MCO for each measure. In calculating the weighted average for the HEDIS rates, the eligible population for each measure and not the measure denominator was used to weight the MCOs' rates to mitigate the different methodologies used by the MCOs to calculate the measures. If IPRO had instead used the measure denominator to determine the weighted average, the results may be biased. Those MCOs reporting a rate administratively would have contributed more to the weighted average than those MCOs that used a hybrid data collection methodology, which is based on a sample of the eligible population. MCOs with larger eligible populations are therefore weighted more toward the statewide average.

Note that due to the COVID-19 pandemic, NCQA allowed MCOs the option to rotate any hybrid measures where HEDIS 2019 rates were higher than HEDIS 2020 rates. "Rotate" means that the MCO could use its HEDIS 2019 rate instead of a new HEDIS 2020 rate. As a result, some rates for hybrid measures matched between HEDIS 2019 and HEDIS 2020.

In addition, the MCOs' initial chart review efforts resulted in low response rates due to the COVID-19 pandemic. Therefore, for the incentive measures, LDH permitted the MCOs to conduct 3 additional months of chart reviews and submit that supplemental data for the purposes of determining whether targets were met. These data were not submitted to NCQA and are not reflected in the official published rates. Supplemental data are incorporated into some, but not all, of the analyses in this report, as noted below.

The following comparisons were conducted:

- (1) For incentive measures, the 2020 HEDIS rates were compared to the LDH-designated target rates at both the statewide level and the MCO level. Differences of at least 0.1 point are noted. Targets were set at:
 - a. *Achievement of the target rates* noted in the Performance Measure Submission Guide (based on 2018 Quality Compass National 50th percentile rates), or better, **OR**
 - b. *Improvement of the measure* by 2.0 points or more, without rounding, from the 2019 HEDIS rates
- (2) The 2020 HEDIS rates were compared to the 2020 Quality Compass National 50th percentile at both the statewide level and MCO level. Differences of at least 2 points are noted.
- (3) The 2020 HEDIS rates were compared to the 2020 Quality Compass South Central 50th percentile at both the statewide level and MCO level. Differences of at least 2 points are noted.

- (4) The 2020 HEDIS rates were compared to the 2019 HEDIS rates at both the statewide level and MCO level. Differences of at least .1 point are noted.

Results

(1) Comparisons to the LDH Target Rates

There are 9 HEDIS incentive measures, encompassing 14 numerators, each with targets specified above (i.e., achievement of the Quality Compass National 50th percentile rate noted in the Performance Measure Submission Guide or improvement of the measure by 2.0 points or more from the 2019 HEDIS rates). Table 1 displays a summary of the results for each MCO and the SWA.

Table 1. Summary of Comparisons between HEDIS Incentive Measure and Target/Improvement Rates by MCO

MCO	2020 Incentive Measure Target/Improvement Rates		
	Met Target or Improved	Target and Improvement Not Met	Total
Aetna	9	5	14
AmeriHealth	12	2	14
Healthy Blue	9	5	14
LHC	7	7	14
UHC	9	5	14
SWA	9	5	14

Note 1: Counts of measures are at the numerator level.

Note 2: An additional incentive measure, for a total of 15 incentive measures, is non-HEDIS and therefore not reported here.

Note 3: On receipt and review of supplemental data, Aetna met the target or improved on 10 measures, AmeriHealth met the target or improved on 13 measures, Healthy Blue met the target or improved on 10 measures, LHC met the target or improved on 8 measures, and UHC met the target or improved on 9 measures.

Table 1b presents the specific results of the HEDIS incentive measures corresponding to Table 1, and displays the MCOs and SWAs that met the target rates.

As can be seen, among the incentive measures, the HEDIS 2020 statewide rate exceeded the respective target or improved by 2 points for the following 9 measures:

- Adolescent Well Care Visits
- Comprehensive Diabetes Care - Medical Attention for Nephropathy
- Controlling High Blood Pressure
- Follow-up Care for Children Prescribed ADHD Medication: Initiation Phase and Continuation Phase
- Prenatal and Postpartum Care: Prenatal Care
- Prenatal and Postpartum Care: Postpartum Care
- CAHPS, Adult (Rating of Health Plan, 8+9+10)
- CAHPS, Child (Rating of Health Plan-General Population, 8+9+10)

The statewide rate did not meet the target or improve by 2 points for the following 5 incentive measures:

- Comprehensive Diabetes Care: HbA1c Testing
- Comprehensive Diabetes Care - Eye exams
- Follow-up After Hospitalization for Mental Illness: Within 30 Days of Discharge
- Well-Child Visits in the First 15 Months of Life 6+ visits
- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

At the MCO level, each MCO exceeded the target rate for 3 incentive measures: *Adolescent Well Care Visits*, *Prenatal Care*, and *Postpartum Care*. Each MCO trailed the target rate for 1 incentive measure: *Follow-up After Hospitalization for Mental Illness: Within 30 Days of Discharge*. One or more MCOs exceeded the target rate for the remaining incentive measures.

Table 1c presents the results for the HEDIS incentive measures itemized by MCO. Table 1c also displays whether each MCO met the corresponding target rate published in the Performance Measure Submission Guide for 2020 reporting (based on 2018 Quality Compass National 50th percentile) and/or the MCOs' HEDIS 2020 rate improved by at least 2 points compared to the their HEDIS 2019 rate. Among the MCOs/measures that did not meet the target rates, approximately one-quarter displayed improvement in rates compared to last year.

(2) Comparisons to the Quality Compass National 50th Percentile

MCO results were compared to the 2020 Quality Compass “National - All LOBs (Excluding PPOs and EPOs)” 50th Percentile Benchmark. Most of the MCO rates, as well as statewide average rates were lower than the corresponding benchmark rates for the Quality Compass National rates. Table 2a displays a summary of the results for each MCO and the SWA. Counts represent each measure, itemized by numerator; this analysis included 60 measures. Of the five MCOs, UHC and Aetna were most likely to have MCO rates that exceeded the benchmark by at least two points above the Quality Compass National benchmark, followed by AmeriHealth. Only nine of the SWA rates surpassed the benchmark by at least two points, while 28 were below the benchmark by at least two points. LHC was most likely to report rates below the benchmark by at least two points, while AmeriHealth was the least likely.

Table 2a. Summary of Comparisons between HEDIS and Quality Compass National Benchmarks by MCO: Number of measures above/below/not compared

MCO	2020 Quality Compass National: 50th Percentile					Total
	≥2 points below	0.1-2 points below	No difference	0.1-2 points above	≥2 points above	
Aetna	28	11	1	7	13	60
AmeriHealth	22	14	0	13	11	60
Healthy Blue	25	12	1	12	10	60
LHC	36	6	0	11	7	60
UHC	24	10	0	11	15	60
SWA	28	13	0	10	9	60

Note 1: Counts of measures are at the numerator level.

Note 2: These comparisons excluded *Annual Monitoring for Patients on Persistent Medications*, *Colorectal Cancer Screening*, *Plan All-Cause Readmissions*, and *Medication Management for People with Asthma - Medication Compliance 50%*, since Quality Compass does not contain a 50th Percentile Benchmark for these measures.

Note 3: SWAs for the 6 CAHPS measures were extracted from the NCQA Quality Compass Statewide Benchmarks: Average Rates.

Note 4: Supplemental data were not included in this analysis.

Table 2b presents the measure-specific results for the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed at least a two point rate higher or lower than the Quality Compass National benchmark. Among the 14 incentive measures, the statewide rate was at least two points higher than the National benchmark for one measure: *Follow-up Care for Children Prescribed ADHD Medication (Initiation Phase and Continuation Phase)*.

(3) Comparisons to the Quality Compass South Central 50th Percentile

MCO results were compared to the 2020 Quality Compass “South Central - All LOBs (Excluding PPOs and EPOs)” 50th Percentile Benchmark. Most of the MCO rates were lower than the corresponding benchmark rates for the Quality Compass South Central rates. Table 3a displays a summary of the results for each MCO and the SWA. Counts represent each measure, itemized by numerator; this analysis included 60 measures. Of the five MCOs, AmeriHealth was the most likely to have MCO rates that exceeded the benchmark by at least two points above the Quality Compass South Central benchmark, followed by Aetna. Only 9 of the SWA rates surpassed the benchmark by at least two points, while 24 were below the benchmark by at least two points. LHC was most likely to report rates below the benchmark by at least two points, while AmeriHealth was the least likely.

Table 3a. Summary of Comparisons between HEDIS and Quality Compass South Central Benchmarks by MCO: Number of measures above/below/not compared

MCO	2020 Quality Compass South Central: 50th Percentile					
	≥2 points below	0.1-2 points below	No difference	0.1-2 points above	≥2 points above	Total
Aetna	25	8	3	10	14	60
AmeriHealth	13	18	1	10	18	60
Healthy Blue	21	15	3	8	13	60
LHC	33	14	0	3	10	60
UHC	15	14	2	16	13	60
SWA	24	14	0	13	9	60

Note 1: Counts of measures are at the numerator level.

Note 2: These comparisons excluded *Annual Monitoring for Patients on Persistent Medications*, *Colorectal Cancer Screening*, *Plan All-Cause Readmissions*, and *Medication Management for People with Asthma - Medication Compliance 50%*, since Quality Compass does not contain a 50th Percentile Benchmark for these measures.

Note 3: SWAs for the 6 CAHPS measures were extracted from the NCQA Quality Compass Statewide Benchmarks: Average Rates.

Note 4: Supplemental data were not included in this analysis.

Table 3b presents the measure-specific results for the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed at least a two point rate higher or lower than the Quality Compass South Central benchmark. Among the 14 incentive measures, the statewide rate was at least two points higher than the benchmark for two measures: *Comprehensive Diabetes Care: Eye Exams* and *Follow-up Care for Children Prescribed ADHD Medication (Continuation Phase)*.

(4) Comparison to Last Year's Rates

MCO and SWA results were compared to last year's HEDIS rates. Table 4a summarizes the comparison results between HEDIS 2020 and HEDIS 2019 by MCO and the SWA. Counts represent each measure, itemized by numerator; this analysis included 68 measures. Any difference of at least 0.1 point was noted in the results. Healthy Blue and AmeriHealth were most likely to show improvement in rates by at least 0.1 point, with 46 and 45 measures improving over time, respectively. LHC was most likely to show a decline over time, with 30 measures overall. Aetna and United were most likely to have rates that differed by less than .1 point, with almost all displaying no change in rates for selected hybrid measures, such as *Childhood Immunization Status* (accounting for 12 numerators) and *Comprehensive Diabetes Care* (accounting for 6 numerators). Among the SWAs, there were approximately twice as many measures that improved by at least 0.1 point than declined by at least 0.1 point.

The measure which displayed the largest decrease in the statewide average was *Follow-up Care for Children Prescribed ADHD Medication (Initiation Phase)*, which decreased by 5 points (*data not shown*). The measure which displayed the largest improvement in statewide average was *Plan All-Cause Readmissions (Expected Readmission Rate)*, which decreased by 9 points, reflecting an improvement (*data not shown*). Noteworthy, *Prenatal and Postpartum Care* numerator rates also increased by 6 and 8 points, respectively.

Table 4a. Summary of Comparisons between 2020 HEDIS and 2019 HEDIS by MCO: Number of measures improvement/decline/not compared

MCO	HEDIS 2020 Compared to HEDIS 2019					Total
	≥2 point decline	0.1-2 point decline	< 0.1 point difference	0.1-2 point improvement	≥2 point improvement	
Aetna	4	7	26	14	17	68
AmeriHealth	5	9	9	19	26	68
Healthy Blue	6	11	5	18	28	68
LHC	19	11	3	17	18	68
UHC	5	8	23	14	18	68
SWA	7	14	2	28	17	68

Note 1: Counts of measures are at the numerator level.

Note 2: SWAs for the 6 CAHPS measures were extracted from the NCQA Quality Compass Statewide Benchmarks: Average Rates.

Note 3: Supplemental data were not included in this analysis.

Table 4b displays the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed at least a 0.1 point increase in rates from HEDIS 2019 to HEDIS 2020, as well as MCOs and SWAs that showed at least a 0.1 point decrease in rates over time.

Table 4c displays the incentive and non-incentive HEDIS measures, and the MCOs and SWAs that showed at least a 2.0 point increase in rates from HEDIS 2019 to HEDIS 2020, as well as MCOs and SWAs that showed at least a 2.0 point decrease in rates over time.

Table 1b. 2020 HEDIS Incentive Measure Rates Compared to Target: Quality Compass or Improvement in Rates

Measure	Met Target or Improved	Target and Improvement Not Met
Incentive HEDIS Measures		
Adolescent Well Care Visit	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Comprehensive Diabetes Care		
HbA1c Testing	Aetna AmeriHealth Healthy Blue	LHC UHC SWA
Eye Exams	AmeriHealth Healthy Blue LHC	Aetna UHC SWA
Medical Attention for Nephropathy	Aetna AmeriHealth LHC UHC SWA	Healthy Blue*
Controlling High Blood Pressure	UHC SWA	Aetna* AmeriHealth* Healthy Blue LHC*
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	Aetna AmeriHealth Healthy Blue UHC SWA	LHC
Continuation Phase	Aetna AmeriHealth Healthy Blue UHC SWA	LHC
Prenatal and Postpartum Care		
Prenatal Care	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Postpartum Care	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Well-Child Visits in the First 15 Months of Life		
6+ visits	Aetna AmeriHealth LHC	Healthy Blue UHC SWA
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	Aetna AmeriHealth LHC	Healthy Blue UHC SWA
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	AmeriHealth Healthy Blue UHC SWA	Aetna LHC
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	AmeriHealth Healthy Blue UHC SWA	Aetna LHC

Note 1: Results correspond to Table 1, indicating achievement of the target rates noted in the current LA Performance Measure Submission Guide (2018 Quality Compass National 50th percentile rate) or improvement of the measure by 2.0 points or more from the 2019 HEDIS rates.

Note 2: An asterisk (*) denotes that the MCO met the target or improved when including supplemental data.

Table 1c. 2020 HEDIS Incentive Measure Rates Compared to Louisiana Department of Health Targets

Measure	Aetna	AmeriHealth	Healthy Blue	LHC	UHC	Achievement Target
Incentive HEDIS Measures						
Adolescent Well Care Visit	Yes-I	Yes-A	Yes-Both	Yes-Both	Yes-A	54.57
Comprehensive Diabetes Care						
HbA1c Testing	Yes-A	Yes-A	Yes-I	No	No	87.83
Eye Exams	No	Yes-A	Yes-A	Yes-A	No	57.89
Medical Attention for Nephropathy	Yes-A	Yes-A	No*	Yes-Both	Yes-A	90.51
Controlling High Blood Pressure	No*	No*	No	No*	Yes-I	58.64
Follow-up After Hospitalization for Mental Illness						
Within 30 Days of Discharge	No	No	No	No	No	59.80
Follow-up Care for Children Prescribed ADHD Medication						
Initiation Phase	Yes-I	Yes-Both	Yes-Both	No	Yes-A	45.00
Continuation Phase	Yes-Both	Yes-Both	Yes-Both	No	Yes-A	57.09
Prenatal and Postpartum Care						
Prenatal Care	Yes-Both	Yes-Both	Yes-Both	Yes-I	Yes-Both	83.21
Postpartum Care	Yes-Both	Yes-Both	Yes-Both	Yes-Both	Yes-Both	65.21
Well-Child Visits in the First 15 Months of Life						
6+ visits	Yes-A	Yes-Both	No	Yes-I	No	66.23
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	Yes-I	Yes-Both	No	Yes-I	No	73.89
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	No	Yes-A	Yes-Both	No	Yes-Both	77.47
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	No	Yes-A	Yes-A	No	Yes-A	86.63

Note: Below is the key representing the whether the MCO met the achievement target rate and/or the MCO HEDIS 2020 rate improved by at least 2.0 points compared to the HEDIS 2019 rate.

- Yes-Both = MCO met both the improvement and achievement target
- Yes-A = MCO met the achievement target only
- Yes-I = MCO met the improvement target only
- No = MCO did not met either the improvement or the achievement target

Note 2: The achievement targets are based on 2018 Quality Compass data, and noted in the current LA Performance Measure Submission Guide, and are the same for all MCOs. The improvement target varies by MCO according to the 2019 HEDIS results.

Note 3: An asterisk (*) denotes that the MCO met the target or improved when including supplemental data.

Table 2b. 2020 HEDIS Rates Compared to 2020 Quality Compass National: 50th Percentile: 2 Point Differences

Measure	At least 2 points below QC National	At least 2 points above QC National
Incentive HEDIS Measures		
Adolescent Well Care Visit	Aetna	AmeriHealth Healthy Blue UHC
Comprehensive Diabetes Care		
HbA1c Testing	Healthy Blue LHC UHC SWA	
Eye Exams	Aetna UHC	AmeriHealth
Medical Attention for Nephropathy		
Controlling High Blood Pressure	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	LHC	AmeriHealth Healthy Blue UHC SWA
Continuation Phase		Aetna AmeriHealth Healthy Blue UHC SWA
Prenatal and Postpartum Care		
Prenatal Care	Aetna LHC SWA	
Postpartum Care	LHC	UHC
Well-Child Visits in the First 15 Months of Life		
6+ visits	LHC UHC SWA	
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	Aetna Healthy Blue UHC SWA	
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Aetna LHC	Healthy Blue UHC
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Aetna	
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC SWA	
Adult BMI Assessment	Aetna AmeriHealth Healthy Blue LHC SWA	
Ambulatory Care Emergency Department Visits/1000 MM	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Annual Monitoring for Patients on Persistent Medications (QC – NA)		
ACE Inhibitors / ARBs (QC – NA)		

Measure	At least 2 points below QC National	At least 2 points above QC National
Diuretic (QC – NA)		
Total (QC – NA)		
Antidepressant Medication Management		
Effective Acute Phase Treatment	AmeriHealth Healthy Blue LHC UHC SWA	Aetna
Effective Continuation Phase Treatment	AmeriHealth Healthy Blue LHC UHC SWA	Aetna
Asthma Medication Ratio		
Total	Aetna AmeriHealth Healthy Blue	LHC UHC SWA
Breast Cancer Screening	UHC	AmeriHealth
Cervical Cancer Screening	Aetna Healthy Blue UHC SWA	
Child and Adolescents' Access to Primary Care Practitioners		
12-24 Months		
25 Months-6 Years	Aetna	
7-11 Years	Aetna	
12-19 Years	Aetna	
Childhood Immunization Status		
DTaP	AmeriHealth Healthy Blue LHC SWA	
IPV		Aetna UHC
MMR	LHC	
HiB		Aetna UHC
Hepatitis B		Aetna AmeriHealth UHC SWA
VZV	LHC	
Pneumococcal conjugate	AmeriHealth LHC SWA	Aetna
Hepatitis A	LHC	
Rotavirus	AmeriHealth LHC	Aetna
Influenza	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Combo 2	LHC	Aetna
Combo 3	AmeriHealth LHC	Aetna
Chlamydia Screening in Women		
Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Colorectal Cancer Screening (QC – NA)		
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	Aetna Healthy Blue LHC SWA	

Measure	At least 2 points below QC National	At least 2 points above QC National
HbA1c Control (<8.0%)	Aetna Healthy Blue LHC SWA	
BP Control (<140/90 mm Hg)	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications		Aetna Healthy Blue
Flu Vaccinations for Adults Ages 18 to 64	Healthy Blue UHC	LHC
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Immunization Status for Adolescents		
Meningococcal		AmeriHealth Healthy Blue LHC UHC SWA
Tdap/Td	Aetna	UHC
HPV		AmeriHealth Healthy Blue LHC UHC SWA
Combo 1		AmeriHealth Healthy Blue LHC UHC SWA
Combo 2		AmeriHealth Healthy Blue LHC UHC SWA
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	Aetna AmeriHealth LHC UHC SWA	
Discussing Cessation Medications	Aetna Healthy Blue LHC UHC SWA	
Discussing Cessation Strategies	Healthy Blue LHC UHC	
Medication Management for People with Asthma		
Total - Medication Compliance 50% (QC – NA)		
Total - Medication Compliance 75%	AmeriHealth LHC UHC SWA	Aetna
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total	LHC UHC SWA	
Statin Adherence 80%: Total	AmeriHealth Healthy Blue LHC UHC SWA	
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	Aetna AmeriHealth Healthy Blue LHC SWA	
Counseling for Nutrition	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Counseling for Physical Activity	Aetna AmeriHealth Healthy Blue LHC UHC SWA	

Note: Supplemental data were not included in this analysis.

Table 3b. 2020 HEDIS Rates Compared to 2020 Quality Compass South Central: 50th Percentile: 2 Point Differences

Measure	At least 2 points below QC South Central	At least 2 points above QC South Central
Incentive Measures		
Adolescent Well Care Visit	Aetna LHC	AmeriHealth Healthy Blue
Comprehensive Diabetes Care		
HbA1c Testing		
Eye Exams		AmeriHealth Healthy Blue LHC SWA
Medical Attention for Nephropathy		
Controlling High Blood Pressure	Aetna Healthy Blue LHC SWA	UHC
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	LHC	AmeriHealth Healthy Blue
Continuation Phase		Aetna AmeriHealth Healthy Blue SWA
Prenatal and Postpartum Care		
Prenatal Care	Aetna LHC	
Postpartum Care	LHC	UHC
Well-Child Visits in the First 15 Months of Life		
6+ visits	LHC UHC SWA	
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life	Aetna Healthy Blue UHC SWA	
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Aetna AmeriHealth LHC	Healthy Blue UHC
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Aetna LHC SWA	
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Aetna LHC UHC SWA	
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC SWA	
Adult BMI Assessment	Aetna Healthy Blue LHC SWA	UHC
Ambulatory Care Emergency Department Visits/1000 MM	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Annual Monitoring for Patients on Persistent Medications (QC – NA)		
ACE Inhibitors / ARBs (QC – NA)		

Measure	At least 2 points below QC South Central	At least 2 points above QC South Central
Diuretic (QC – NA)		
Total (QC – NA)		
Antidepressant Medication Management		
Effective Acute Phase Treatment	Healthy Blue LHC SWA	Aetna
Effective Continuation Phase Treatment	LHC	Aetna
Asthma Medication Ratio		
Total	Aetna AmeriHealth Healthy Blue SWA	LHC
Breast Cancer Screening		Aetna AmeriHealth Healthy Blue LHC SWA
Cervical Cancer Screening	Aetna Healthy Blue	
Child and Adolescents' Access to Primary Care Practitioners		
12-24 Months		
25 Months-6 Years	Aetna UHC	
7-11 Years	Aetna Healthy Blue UHC SWA	
12-19 Years	Aetna	
Childhood Immunization Status		
DTaP	AmeriHealth Healthy Blue LHC SWA	
IPV		
MMR	LHC	
HiB		
Hepatitis B		Aetna AmeriHealth
VZV	AmeriHealth LHC	
Pneumococcal conjugate	AmeriHealth LHC SWA	
Hepatitis A	Aetna AmeriHealth LHC UHC SWA	
Rotavirus	AmeriHealth LHC	Aetna
Influenza	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Combo 2	Healthy Blue LHC	
Combo 3	AmeriHealth LHC SWA	
Chlamydia Screening in Women		
Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Colorectal Cancer Screening (QC – NA)		
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	Healthy Blue LHC	Aetna AmeriHealth UHC

Measure	At least 2 points below QC South Central	At least 2 points above QC South Central
HbA1c Control (<8.0%)	Healthy Blue LHC	Aetna AmeriHealth UHC
BP Control (<140/90 mm Hg)	Aetna Healthy Blue LHC SWA	
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications		
Flu Vaccinations for Adults Ages 18 to 64		LHC
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Immunization Status for Adolescents		
Meningococcal		AmeriHealth Healthy Blue LHC UHC SWA
Tdap/Td	Aetna	LHC UHC SWA
HPV		AmeriHealth Healthy Blue LHC UHC SWA
Combo 1		AmeriHealth Healthy Blue LHC UHC SWA
Combo 2		AmeriHealth Healthy Blue LHC UHC SWA
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	Aetna UHC SWA	
Discussing Cessation Medications	Healthy Blue UHC	Aetna AmeriHealth
Discussing Cessation Strategies		Aetna AmeriHealth
Medication Management for People with Asthma		
Total - Medication Compliance 50% (QC – NA)		
Total - Medication Compliance 75%	LHC	Aetna AmeriHealth Healthy Blue
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total	UHC	Aetna AmeriHealth Healthy Blue
Statin Adherence 80%: Total	LHC UHC SWA	Aetna
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	Aetna Healthy Blue LHC SWA	AmeriHealth UHC
Counseling for Nutrition	Aetna Healthy Blue LHC SWA	
Counseling for Physical Activity	Aetna Healthy Blue LHC UHC SWA	

Note: Supplemental data were not included in this analysis.

Table 4b. 2020 HEDIS Rates Compared to 2019 HEDIS Rates: 0.1 Point Differences

Measure	Decreased by 0.1 or more	Increased by 0.1 or more
Incentive Measures		
Adolescent Well Care Visit		Aetna Healthy Blue LHC SWA
Comprehensive Diabetes Care		
HbA1c Testing		Healthy Blue LHC SWA
Eye Exams	Healthy Blue LHC SWA	
Medical Attention for Nephropathy	Healthy Blue	LHC SWA
Controlling High Blood Pressure		UHC SWA
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge	AmeriHealth Healthy Blue LHC UHC SWA	Aetna
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	LHC UHC SWA	Aetna AmeriHealth Healthy Blue
Continuation Phase	LHC UHC SWA	Aetna AmeriHealth Healthy Blue
Prenatal and Postpartum Care		
Prenatal Care		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Postpartum Care		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Well-Child Visits in the First 15 Months of Life		
6+ visits		Aetna AmeriHealth LHC UHC SWA
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life		Aetna AmeriHealth LHC SWA
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Aetna AmeriHealth LHC	Healthy Blue UHC SWA
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	Aetna Healthy Blue LHC UHC SWA	AmeriHealth
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Aetna UHC	AmeriHealth Healthy Blue LHC SWA
Adults' Access to Preventive/Ambulatory Health Services	Aetna AmeriHealth Healthy Blue LHC UHC SWA	
Adult BMI Assessment	LHC	Healthy Blue UHC SWA
Ambulatory Care Emergency Department Visits/1000 MM	Healthy Blue UHC	Aetna AmeriHealth LHC SWA

Measure	Decreased by 0.1 or more	Increased by 0.1 or more
Annual Monitoring for Patients on Persistent Medications		
ACE Inhibitors / ARBs	LHC	Aetna AmeriHealth Healthy Blue UHC SWA
Diuretic		Aetna AmeriHealth Healthy Blue SWA
Total	LHC	Aetna AmeriHealth Healthy Blue UHC SWA
Antidepressant Medication Management		
Effective Acute Phase Treatment		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Effective Continuation Phase Treatment	AmeriHealth	Aetna Healthy Blue LHC UHC SWA
Asthma Medication Ratio		
Total	AmeriHealth Healthy Blue	LHC UHC SWA
Breast Cancer Screening	AmeriHealth Healthy Blue	Aetna LHC UHC SWA
Cervical Cancer Screening		Aetna AmeriHealth UHC SWA
Child and Adolescents' Access to Primary Care Practitioners		
12-24 Months		Aetna AmeriHealth Healthy Blue LHC SWA
25 Months-6 Years	UHC	Aetna AmeriHealth Healthy Blue LHC SWA
7-11 Years	UHC	Aetna AmeriHealth Healthy Blue LHC
12-19 Years	UHC SWA	Aetna AmeriHealth Healthy Blue LHC
Childhood Immunization Status		
DTaP	Healthy Blue LHC SWA	AmeriHealth
IPV	LHC	AmeriHealth Healthy Blue SWA
MMR	LHC SWA	AmeriHealth Healthy Blue
HiB	LHC	AmeriHealth Healthy Blue SWA
Hepatitis B	LHC	AmeriHealth Healthy Blue SWA
VZV	LHC SWA	AmeriHealth Healthy Blue
Pneumococcal conjugate	LHC	AmeriHealth Healthy Blue
Hepatitis A	LHC SWA	AmeriHealth Healthy Blue
Rotavirus		AmeriHealth Healthy Blue LHC SWA
Influenza		AmeriHealth Healthy Blue LHC SWA
Combo 2	Healthy Blue LHC SWA	AmeriHealth
Combo 3	LHC SWA	AmeriHealth
Chlamydia Screening in Women		
Total		AmeriHealth Healthy Blue LHC SWA

Measure	Decreased by 0.1 or more	Increased by 0.1 or more
Colorectal Cancer Screening		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	Healthy Blue LHC SWA	
HbA1c Control (<8.0%)	LHC SWA	Healthy Blue
BP Control (<140/90 mm Hg)	Healthy Blue LHC SWA	
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications		AmeriHealth Healthy Blue LHC UHC SWA
Flu Vaccinations for Adults Ages 18 to 64		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge	AmeriHealth Healthy Blue LHC UHC SWA	Aetna
Immunization Status for Adolescents		
Meningococcal	Aetna AmeriHealth Healthy Blue	LHC UHC SWA
Tdap/Td	Aetna AmeriHealth Healthy Blue SWA	LHC UHC
HPV		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Combo 1	Aetna AmeriHealth Healthy Blue	LHC UHC SWA
Combo 2		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	AmeriHealth LHC	Aetna Healthy Blue UHC SWA
Discussing Cessation Medications		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Discussing Cessation Strategies	LHC	Aetna AmeriHealth Healthy Blue UHC SWA
Medication Management for People with Asthma		
Total - Medication Compliance 50%	Aetna AmeriHealth	Healthy Blue LHC UHC SWA
Total - Medication Compliance 75%	Aetna AmeriHealth	Healthy Blue LHC UHC SWA
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Statin Adherence 80%: Total	Aetna UHC	AmeriHealth Healthy Blue LHC SWA
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	LHC	AmeriHealth Healthy Blue UHC SWA
Counseling for Nutrition	LHC SWA	AmeriHealth Healthy Blue UHC
Counseling for Physical Activity	LHC SWA	AmeriHealth Healthy Blue UHC

Measure	Decreased by 0.1 or more	Increased by 0.1 or more
Plan All-Cause Readmissions		
Observed Readmission Rate		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Expected Readmissions Rate		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Observed-to-Expected Ratio	Aetna AmeriHealth Healthy Blue LHC UHC SWA	

Note: Supplemental data were not included in this analysis.

Table 4c. 2020 HEDIS Rates Compared to 2019 HEDIS Rates: 2.0 Point Differences

Measure	Decreased by 2.0 or more	Increased by 2.0 or more
Incentive Measures		
Adolescent Well Care Visit		Aetna Healthy Blue LHC SWA
Comprehensive Diabetes Care		
HbA1c Testing		Healthy Blue
Eye Exams		
Medical Attention for Nephropathy	Healthy Blue	LHC
Controlling High Blood Pressure		UHC SWA
Follow-up After Hospitalization for Mental Illness		
Within 30 Days of Discharge		
Follow-up Care for Children Prescribed ADHD Medication		
Initiation Phase	LHC UHC SWA	Aetna AmeriHealth Healthy Blue
Continuation Phase	LHC UHC SWA	Aetna AmeriHealth Healthy Blue
Prenatal and Postpartum Care		
Prenatal Care		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Postpartum Care		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Well-Child Visits in the First 15 Months of Life		
6+ visits		AmeriHealth LHC
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life		Aetna AmeriHealth LHC
CAHPS Health Plan Survey 5.0H, Adult (Rating of Health Plan, 8+9+10)	Aetna LHC	Healthy Blue UHC
CAHPS Health Plan Survey 5.0H, Child (Rating of Health Plan-General Population, 8+9+10)	LHC UHC	
Other HEDIS Measures		
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	Aetna UHC	AmeriHealth Healthy Blue
Adults' Access to Preventive/Ambulatory Health Services		
Adult BMI Assessment	LHC	Healthy Blue UHC
Ambulatory Care Emergency Department Visits/1000 MM		LHC

Measure	Decreased by 2.0 or more	Increased by 2.0 or more
Annual Monitoring for Patients on Persistent Medications		
ACE Inhibitors / ARBs		
Diuretic		
Total		
Antidepressant Medication Management		
Effective Acute Phase Treatment		Aetna
Effective Continuation Phase Treatment		Healthy Blue
Asthma Medication Ratio		
Total	AmeriHealth Healthy Blue	LHC
Breast Cancer Screening		
Cervical Cancer Screening		Aetna AmeriHealth
Child and Adolescents' Access to Primary Care Practitioners		
12-24 Months		
25 Months-6 Years		Aetna
7-11 Years		Aetna
12-19 Years		
Childhood Immunization Status		
DTaP	LHC	AmeriHealth
IPV		AmeriHealth
MMR	LHC	AmeriHealth Healthy Blue
HiB		AmeriHealth
Hepatitis B		
VZV	LHC	AmeriHealth Healthy Blue
Pneumococcal conjugate		AmeriHealth Healthy Blue
Hepatitis A	LHC	AmeriHealth Healthy Blue
Rotavirus		AmeriHealth
Influenza		AmeriHealth LHC
Combo 2	LHC	AmeriHealth
Combo 3	LHC	AmeriHealth
Chlamydia Screening in Women		
Total		

Measure	Decreased by 2.0 or more	Increased by 2.0 or more
Colorectal Cancer Screening		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Comprehensive Diabetes Care		
HbA1c Poor Control (>9.0%)	LHC SWA	
HbA1c Control (<8.0%)	LHC SWA	
BP Control (<140/90 mm Hg)	Healthy Blue LHC SWA	
Diabetes Screening for People with Schizophrenia or Bipolar who are using Antipsychotic Medications		Healthy Blue
Flu Vaccinations for Adults Ages 18 to 64		Aetna AmeriHealth Healthy Blue LHC SWA
Follow-up After Hospitalization for Mental Illness		
Within 7 Days of Discharge		
Immunization Status for Adolescents		
Meningococcal	AmeriHealth Healthy Blue	LHC
Tdap/Td	AmeriHealth	
HPV		Aetna Healthy Blue LHC UHC SWA
Combo 1	AmeriHealth Healthy Blue	LHC UHC
Combo 2		Aetna Healthy Blue LHC UHC SWA
Medical Assistance with Smoking and Tobacco Use Cessation		
Advising Smokers and Tobacco Users to Quit	LHC	Healthy Blue UHC
Discussing Cessation Medications		Healthy Blue UHC SWA
Discussing Cessation Strategies		Aetna Healthy Blue UHC SWA
Medication Management for People with Asthma		
Total - Medication Compliance 50%		Healthy Blue SWA
Total - Medication Compliance 75%	Aetna	Healthy Blue SWA
Statin Therapy for Patients with Cardiovascular Disease		
Received Statin Therapy: Total		LHC UHC SWA
Statin Adherence 80%: Total		AmeriHealth Healthy Blue SWA
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents Body Mass Index Assessment for Children/Adolescents		
BMI Percentile Documentation	LHC	AmeriHealth Healthy Blue UHC SWA
Counseling for Nutrition	LHC	UHC
Counseling for Physical Activity	LHC SWA	AmeriHealth UHC

Measure	Decreased by 2.0 or more	Increased by 2.0 or more
Plan All-Cause Readmissions		
Observed Readmission Rate		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Expected Readmissions Rate		Aetna AmeriHealth Healthy Blue LHC UHC SWA
Observed-to-Expected Ratio	Aetna AmeriHealth Healthy Blue LHC UHC SWA	

Note: Supplemental data were not included in this analysis.